

**Practitioner's Docket No. 1264**

**RECEIVED**  
**Patent CENTRAL FAX CENTER**

**JUL 13 2004**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**OFFICIAL**

In re application of: Bryce A. Jones

Application No.: 09/477,991

Group No.: 2157

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A  
WEB CALL CENTER

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**Response to Office Action**

**Introductory Comments**

In response to the Office Action dated June 3, 2004, please enter the following amendments and consider the following remarks. The entire claim set of the application is included.